
CENTRAL REGION COUNCIL ON WORKFORCE SERVICES
Monthly Meeting Minutes
Thursday, August 26, 2004
12:30 p.m.

Presiding: Greg Diven, Chair

Present: Jane Reister Conard, Charles Daud, Linda Fife, Norm Fitzgerald, Todd Henriksen, John Hill, Paul Jackson, Douglas Johnston, Jill Merritt, Jon Pierpont, Stephen Ronnenkamp, Steven Rosenberg, Kevin Schofield, Louie Silveira, Karen Silver, Melva Sine, Kerry Steadman, Russell Thelin, Dean Walker, Commissioner Gene White, Megan Wiesen, M. Ali Wilkinson

Absent: Allan Ayoub, Dee Dee Darby-Duffin, Rep. Brent Goodfellow

Excused: Bev Graham, Julie Zimmerman

Guests: Tony Gomez, Edie Fauver, James Robson, Susan Smith, Gordon Swensen,

Staff: Sandra Allen, Kim Auberger, Rebecca Banner, Leno Franco, Steve Leyba, Diane Lovell, Melissa Olsen, Mary Peterson, Dale Ownby, Curt Stewart, Yvette Woodland

Call to Order & Announcements

Greg Diven, Chair called the meeting to order at 12:30 p.m. Mr. Diven welcomed Tony Gomez, American Family Insurance who is interested in filling the small business vacancy on the Council. Chairman Diven announced that Mr. Gomez' application will be considered at the next meeting.

Mr. Diven then recognized and welcomed Curt Stewart, DWS Public Information Officer and James Robson, DWS Senior Economist. Mr. Diven then read a letter of thanks from Jane Reister Conard regarding the June 24th luncheon held in recognition of her term as Chair of the Regional Council.

Greg Diven then turned the time over to Dale Ownby, Downtown Employment Center Manager and Coordinator of the TPO Transition Plan. Mr. Ownby then shared a summary of center highlights and accomplishments. He noted that the staff at the Downtown Center is uniquely diverse and serves an equally diverse customer population.

Greg Diven then shared that Ed Armour has resigned from the Council. Mr. Diven expressed thanks for Mr. Armour's contributions and asked for names of possible member candidates to replace Mr. Armour.

Consent Agenda

Jane Reister Conard moved to approve the minutes from the Youth Council Meeting of May 17, 2004, the Regional Council Meeting of June 24, 2004 and the Executive Committee Meetings held on July 8, 2004 and August 12, 2004 with two additions/corrections noted by Karen Silver. Norm Fitzgerald seconded the motion. All voted "Aye". The motion passed.

Executive Committee Report

The Chairman reported that on August 12, 2004 the Department of Labor was sent a letter on behalf of Regional Council endorsing the DWS Waiver Request to expand the definition of *low income* and *out-of-school youth*. This was approved by the Executive Committee and the letter was sent on August 12, 2004.

Greg Diven stated there were three vacancies for Regional Council memberships. Mr. Diven mentioned the need for a union representation since Mr. Armour is no longer on council and asked for any suggestions in this area.

A decision was made by the Executive Committee to recommend that each Committee appoint Co-Chairs so the responsibility can be shared. Each Committee has made the following appointments:

- Doug Johnston will remain as a Co-Chair for the Training and Development Committee and Dean Walker will join him in this role. Greg Diven extended thanks and gratitude to Norm Fitzgerald for his efforts while acting as Chair for this committee.
- Norm Fitzgerald will remain Co-Chair for the Facilities Committee while Steven Rosenberg will join him in this same capacity.
- The Marketing Committee will be Co-Chaired by Jill Merritt and Kevin Schofield.
- Paul Jackson is Co-Chair for the Youth Committee and is looking for someone to Co-Chair with him.

Greg Diven strongly urged anyone on the Regional Council who has not decided what committee to be involved in to please do so as it is a rewarding experience.

Greg Diven then discussed the Legislative Forum, in lieu of a Holiday Reception, to meet and discuss key issues with elected officials representing our area. The attendance level in December was not as high as we had hoped and the idea of holding a Legislative Forum as a breakfast meeting in November may increase attendance being a less busy time of year and a better time of day. We as a council could make a concerted effort to identify, along with Michael Sullivan from DWS, the key issues for discussions.

It was suggested that a formal presentation on the key issues be presented at this forum rather than a table discussion. Greg Diven recommended that representatives from DWS as well as Council members assist with this presentation. Jane Reister Conard offered to work with the Medicaid Representative on council to discuss health care at this forum. Diane Lovell will follow up on this suggestion. Greg Diven indicated he would appreciate hearing other suggestions, including any that would like to be discussed in private. Norm Fitzgerald suggested that the funding of new DWS offices be discussed in this forum, which was also noted. Greg Diven indicated that Michael Sullivan will be at the Executive Committee Meeting on September 9, 2004 and Mr. Diven also requested that Mr. Sullivan meet with the full Regional Council at the September 23, 2004 meeting. Mr. Diven asked Diane Lovell to contact Michael Sullivan regarding this request.

Greg Diven asked that council mark their calendars to attend the Council of Council meeting to be held on October 14th and 15th at the new Davis County Convention Center. There will not be a Regional Council meeting held in October, which may help make time available to attend the Council of Councils.

Selection of Customer Recognition Award Recipients

Charles Daud referred to the "Nomination for Recognition of Outstanding Performance by a WIA Youth, Adult or Employer Customer" under Tab 4. Mr. Daud reviewed the outline of suggested criteria for this recognition and presented four nominees. Based on the nomination detail, a recipient was selected and will receive recognition at the Council of Councils in October.

Greg Diven explained that in the past there had not been any criteria for this award and thanked Charles Daud for putting this process into place.

Charles Daud motioned to accept the individual recommended for the Customer Recognition Award. Jane Reister Conard seconded this motion. All voted "Aye". The motion passed.

Committee Reports

Executive Committee - Greg Diven shared the 2005 goals currently being worked on by the Executive Committee. One thing stressed was to make sure the goals pursued are in line with those of Workforce Services. An outline of these objectives can be found under Tab 6 of the council packet. Mr. Diven asked for the councils review and suggestions and/or comments regarding these objectives

Basic Needs - Karen Silver reported that a Co-Chair is not officially in place for the Basic Needs committee but is being worked on.

Ms. Silver referred to Tab 4 of the council packet to the Help Desk report. This information reports the number of times she visited each center and the areas of activity covered. Also included is a comparison of the numbers from December, 2003 to May, 2004 as well as customer comments for review.

Ms. Silver also gave a brief report on the goals of the Basic Needs committee and the progress being made. More detailed information is noted under Tab 6 of the council packets.

Karen Silver reported on the closure of the Temporary Placement Office (TPO) and discussed the outline of the closure under Tab 5 of the council packets. Ms. Silver read the letter of approval for this closure from the Regional Council sent to Raylene Ireland. If any council members would like to have a copy of this letter, please contact Diane Lovell.

Karen Silver motioned to approve the closure of the Temporary Placement Office effective September 10, 2004. Jill Merritt seconded the motion. All voted "Aye". The motion passed.

Kerry Steadman complimented Jon Pierpont, Director of Workforce Services and his staff regarding the excellent information and thoroughness provided and the numerous amounts of hours spent making the closure of the TPO a positive transition. Greg Diven also complimented Mr. Pierpont and Workforce Services for the excellent manner in which this closure was handled.

Karen Silver recommended that a follow-up of this transition plan be reviewed after the closure has been in place for a few months. Greg Diven asked that Ms. Silver and the Basic Needs committee make this one of their committee goals.

Marketing - Jill Merritt reported on the goals of the Marketing committee which are listed under Tab 6 and encouraged the attendance of the Marketing committee to the Roundtable on September 21, 2004.

Facilities - Steven Rosenberg reported on the Facilities committee meeting which was held on Wednesday, August 25, 2004. The leases that will expire next year, the CRESC in April, 2005 and the Metro Employment Center in June, 2005 were discussed. Both of these leases are under negotiation.

The Midvale office is in need of additional space for two new positions which is being reviewed. Lastly, Ms. Rosenberg reported on the remodeling construction at the Tooele office and that it is moving smoothly. An open house will be held upon completion.

Diane Lovell will notify council members once the open house date has been determined.

Training & Development - Doug Johnston reported on the goals listed under Tab 6 and indicated the Training and Development committee is on track. Rebecca Banner will provide a refined report to the Training and Development committee on September 23, 2004.

Youth Council - The Youth Council meeting was held on August 16, 2004. Paul Jackson reported on the Youth Council 2005 objectives as listed under Tab 6.

Mr. Jackson also reported that a meeting to determine the format for the Youth Summit is scheduled for September 9, 2004. The next committee meeting for Youth Council will be held October 18, 2004.

Executive Roundtable

September 21, 2004 is the date that has been set for the Executive Roundtable. Greg Diven reported that 23 manufacturers have been invited to the Executive Roundtable and 11 have confirmed to date. A copy of the formal invitation letter is under Tab 7 along with a copy of the Business Survey and a most current list of company contacts. Mr. Diven is still very much interested in contacting other companies and asked council to provide their input regarding any other recommendations for attendance. Greg Diven thanked John Hill for his efforts in helping to put this meeting together and is hopeful for success.

LMI & Economic Forecast Presentation

James Robson, DWS Senior Economist provided a report on LMI and the Economic Forecast. Mr. Robson provided handouts which included a March 2003 to 2004 comparison growth for Tooele County and Salt Lake County and basic "Facts" sheets for these counties.

Mr. Robson indicated the 2nd quarter appears to be strengthened with a moderate growth provided through survey data. A brief outlook for Central Region should see modest improvement with job growth in most industries through 2004. These strengths are noticeable in temporary employment, healthcare and education. Continuing low interest rates help to support healthy levels of residential construction, consumer spending and business investment. However, high energy prices, particularly gasoline, are a substantial drain on the disposable income of consumers and an unwelcome increase in cost to many industries.

Karen Silver asked about receiving information on growth by ethnicity or gender. James Robson indicated that we do not have a way to assess this information at this time.

Commissioner Gene White asked if anything was tracked on hourly rate structure. James Robson responded that the wage issue is not isolated other than by occupation. Mr. Robson did note that wages in Tooele County grew by 4.7% overall and Salt Lake County by approximately 4%.

Regional Director's Report

Jon Pierpont, Director Workforce Services provided a Customer Training Strategy update. Mr. Pierpont's handout provided several highlights of the Central Regions participation in both WIA Adult and Dislocated Worker Programs. Some of the highlights include:

- All relevant staff attended a WIA Training Summit (8 hours) to improve knowledge and skill. Feedback from the Training Summit indicated that additional follow up and additional tools are needed. Therefore, the Program Team will be back in the Employment Centers following up on the items the staff expressed and additional mentoring as needed.
- Program enrollment and training dollar obligations are being monitored and discussed bi-monthly with managers and administrative staff. This creates the opportunity to provide additional dialogue and an avenue to obtain ideas that have been successful and share this information collectively.
- Customer Training Orientations are held in every Employment Center in the region. We have seen a huge increase (approximately 800 customers) over the last several months by having customers go through the Customer Training Orientation. The increase in customers then creates an increase in pending cases for Employment Counselors. A discussion on the level of support we need to provide to the Employment Counselors to push these additional customers through the process is being discussed on Monday.
- Mass mailings have been generated to individuals after 8 weeks of receiving unemployment insurance to invite them to attend Training Orientations for additional skill building.
- Appointed a staff person, Alisson Weeks, to focus attention on WIA Training Public Relations and Outreach. The position will be responsible to contact and educate training and vendors and local colleges and to coordinate the flow of potential WIA and Dislocated Worker training customers to our Employment Centers. As part of our regional strategy, Ms. Weeks will work directly with Training Vendors and Employment Counselors in the region to help increase the number of enrollments in our WIA training programs. The other piece to her job is to be in the Employment Centers helping the staff; helping them understand how to get customers through quicker and providing mentoring at the connective point.

Mr. Pierpont also provided a WIA progress report and update handout comparing where we were last year compared to this year. Mr. Pierpont indicated that we are by no means out of the woods in terms of understanding how these training programs work, but a conscientious effort is in progress. It was also noted that the Regional Goal is 70% Expenditure of Total Budget.

Jane Reister Conard thanked Jon Pierpont for his work and stated that she is impressed with the turnaround in such a few short months.

Old Business

Karen Silver proposed getting the UTA issue on the agenda. Paul Jackson suggested that Ms. Silver move forward to get this issue on the agenda and work towards being ready for discussion.

New Business

Kim Auburger asked about calendaring a brief update at the next Executive Committee meeting for ? Sorry, Diane but I could not make out what Kim was saying.

Public Comment

There was no public comment.

Greg Diven emphasized that all committees complete their goals by the next Regional Council meeting on September 23, 2004. The meeting was adjourned at 2:00 p.m.